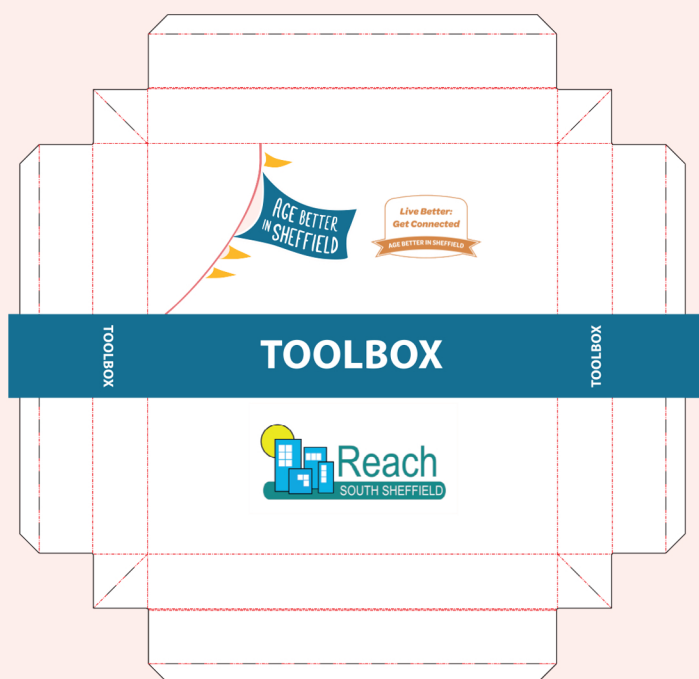


AGE BETTER  
IN SHEFFIELD

# The Get Connected Toolkit

## An Introduction

Live Better: Get Connected is a financial and social inclusion service provided by Reach South Sheffield in partnership with Age Better in Sheffield. The service is aimed at people aged 50 and over who live in South Sheffield who find financial issues or health problems (both physical and mental) are stopping them from getting connected with their local community.



Final Toolbox design



Financial persona cards in use

Co-Production is an incredibly valuable aspect of the work that Live Better: Get Connected do. It is important for us to ensure that our service users are afforded opportunities to have their say in how the service functions and are allowed input in the development, refinement and testing of new or revised procedures and processes.

One such development comes in the form of our Get Connected Toolkit. Born out of the necessity to reassess the way that we look at standardised questionnaires and the way that we gather quantifiable data, the Toolkit was developed in collaboration with our service users to provide a more interactive, colourful and engaging alternative to financial wellbeing assessment.



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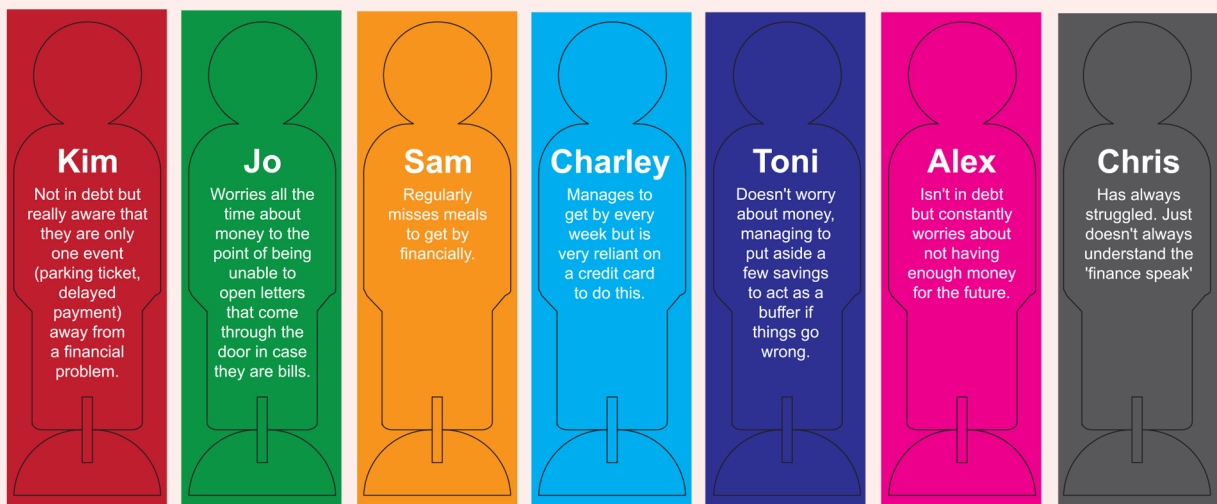




Examples of CFPB cards

Refined in an ongoing process over a period of around 10 months, The Get Connected Toolkit utilised the experiences of our staff, members of the community we serve and experts at Sheffield Hallam University's Lab4Living research group. Several iterations were developed and tested, with feedback being evaluated and built upon at each stage of the process during co-production sessions.

The final version of the Toolkit includes 3 different activities which aim to provide an interactive and comprehensive investigation of service users' financial and social situations and utilises the most effective elements of the processes we tested.



Financial personas

## How does the Get Connected Toolkit Work?

### PERSONAS

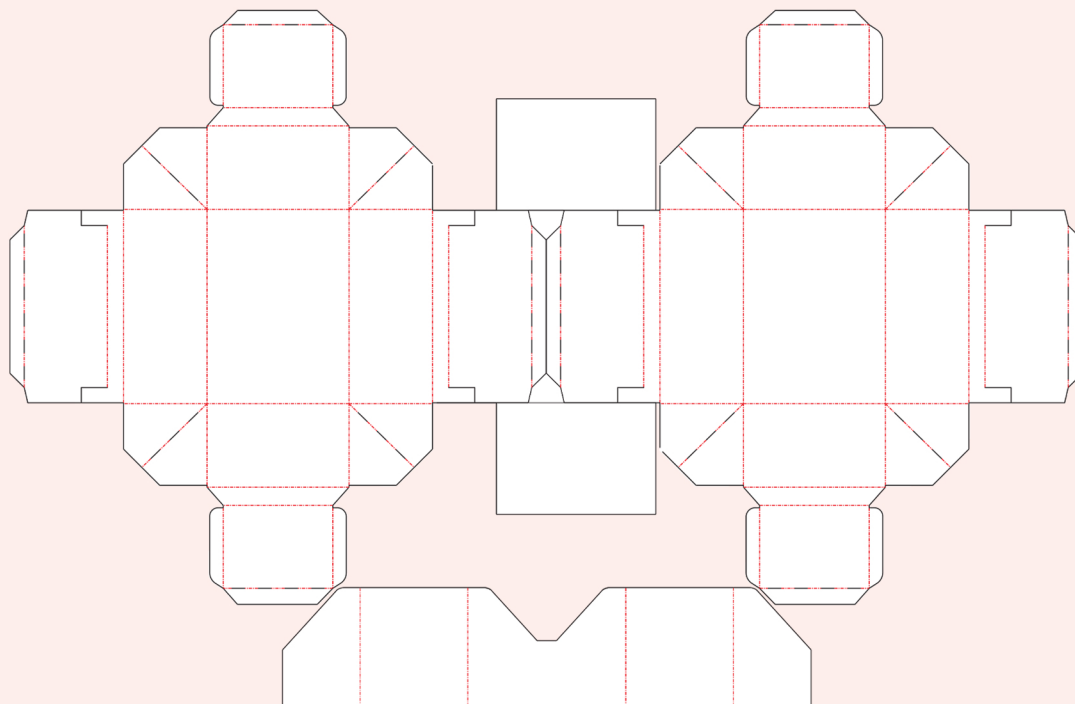
Financial personas were designed to help service users identify and reflect on their relationship with their finances, and prompt further in-depth discussion. In this activity, service users have to place the persona cards on a scale which reads "Yes", "No" and "Sometimes", to rate how closely that particular persona relates to them. To record the answer, a photo is taken of where the card is placed on the scale and labelled with the service users initials.

### CFPB SCALE

Service users answer questions from the Consumer Financial Protection Bureau's (CFPB) wellbeing scale, by placing the purple question cards on a scale with "Not at all", "Very little", "Somewhat", "Very well", "Completely", and the orange question cards on a scale "Never", "Rarely", "Often", "Always". To record the answer, a photo is taken of where the card is placed on the scale and labelled with the service users initials. Each answer corresponds to a score, which are added together to create a total financial wellbeing score.

### INTERACTIVE CARDS

A pack of cards with a range of images on them and descriptive words on the back are shown to the service users in order to help them identify what they are interested in or passionate about. This helps us to narrow down what activities, groups or volunteering they would like to get involved with.



Full design of Toolbox